



TECHNICAL SERVICE BULLETIN

Various Heated Steering Wheel Issues - Built On Or Before 14-Jun-2021

21-2232

15 July 2021

Model:

Ford
2021 F-150

Issue: Some 2021 F-150 vehicles equipped with a heated steering wheel and built on or before 14-Jun-2021 may experience the heated steering wheel turning off within 10 minutes after being manually enabled and/or the heated steering wheel not being enabled after a remote start event. This may be due to various software parameters in the steering column control module (SCCM). To correct the condition, follow the Service Procedure to reconfigure and reprogram the SCCM.

Action: Follow the Service Procedure steps to correct the condition if the vehicle meets all of the following criteria:

- 2021 F-150
- Built on or before 14-Jun-2021
- At least one of the following conditions:
 - Heated steering wheel turning off within 10 minutes after being manually enabled
 - Heated steering wheel not being enabled after a remote start event

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2021 F-150: Update The SCCM Software (Do Not Use With Any Other Labor Operations)	212232A	0.3 Hrs.

Repair/Claim Coding

Causal Part:	13K359
Condition Code:	04

Service Procedure

1. Using the latest software level of the appropriate Ford diagnostic scan tool, check the SCCM for a software update. Is there a software update available for the SCCM?

- (1). Yes - download and run the SCCM - Steering Column Control Module (SCCM) Software Update.
- (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 211-05 for normal diagnostics.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.